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Federal Communications Commission
Consumer and Governmental Affairs Bureau
Consumer Inquiries and Complaints Division
445 12th Street, SW
Washington, DC 20554

I write with a number of complaints about Comcast and also to urge you not to allow that company to get any bigger. It cannot handle its current business to a customer's satisfaction.

We have internet, wired phone, and cable TV service from Comcast. Problems we have had with them within the last year:

1. FAILURE TO REIMBURSE CUSTOMERS FOR OUTAGES SEVERAL DAYS IN LENGTH

This area had severe weather in mid February. Even though all lines in our immediate area are underground, we had no internet, no phone line, and no TV feed for over 3 days. When we called, Comcast was vague about when service would start up again. When we asked if they would credit our account for days of service lost, they said yes. BUT when the bill came for that period there was no credit for days of lost service. When I called about that, they finally gave us the credit but said that they would not do it automatically for others who lost service. Each customer would have to call individually. And there was no notice or announcement of that fact either, so Comcast collected fees from many customers for several days while providing no service for those fees.

2. CHARGING US FOR SERVICES WE DID NOT HAVE

When we bought a new TV in late February, we went in to the ^{Comcast} store (which keeps very unhelpful hours of 9 to 5 Mon-Fri only) to get the necessary upgraded cable box and sign up for HD. Only to find out that Comcast had been charging us already for a new cable box and HD for a couple of months even though we did not have that box, available only through them, and we had not activated or accessed HD or a new box - we did not have either a TV or their box to do so during that period.

3. FAILURE TO INCLUDE AN INSTRUCTION MANUAL WITH THE NEW CABLE BOX

So I had to call and have one sent before we could start using this service we were now paying for as soon as we picked up our new box. Only after much badgering did Comcast finally send the manual at an expedited rate rather than the week-long standard mail they wanted to use

4. CHARGING US FOR SERVICES WE DID NOT HAVE LAST SPRING ALSO

Comcast offered a trial Blast service to us, initially free and then they started charging. When I called to cancel it because we saw no change of service for our \$10 per month extra charge, I found out - but only after long calls to three different people - that we were not actually getting the Blast service because it required a piece of equipment - from them - that we did not have.

They knew we did not have the equipment for the service we were paying for because they were the only source for that equipment and had not provided it. AND YET they charged us a monthly charge - same as in #2

5. INADEQUATE INSTRUCTION WHEN SERVICE CHANGES

A few years ago Comcast made a major change that required customers to change boxes. Customers had the choice of installing the new box themselves - Comcast said it was easy; or customers could pay to have Comcast install it. Some among our friends did it one way, some the other, but ALL had major problems (one lost her emails, for example), spent hours on the phone or with technicians to make this new system work. And we all lost some features that we had had on the older system. The people at the Comcast end of the phone line often don't really seem to know what is going on either, so it takes multiple phone calls and agents to straighten out issues.

6. MORE OF THE SAME, EARLIER

Several years ago we also experienced overbilling. Comcast was billing us monthly for a box (a modem or such) we did not have from them. We were using one that we had bought outright ourselves. Then later they claimed we had one of their boxes which we did not - so probably they had not bothered to straighten out the paperwork completely on our first go round on this issue, so more of our time was wasted getting back to square one. **The pattern is clear - Comcast often makes errors in its favor and corrects those only after hours and hours of unreimbursed customer time spent making things right.**

Comcast is widely recognized as one of the most hated businesses in the US. Our experience suggests why: they do not look out for the customer; they look only to collecting as much money as they can. They are not concerned with quality service in return for that money. This shoddiness occurs in the in-person service in the stores, at the national level with the billing, and with the phone response to customer problems. Time and time again we have had to spend hours on the phone trying to make happen only what was supposed to happen. **Comcast has to take the responsibility of being user friendly at its current size and with its current system rather than take on more change, no doubt causing still more disruption and frustration for its customers.**

Please rein in this company. So many of us are so dependent on its services and powerless to get them to deliver what they promise.



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